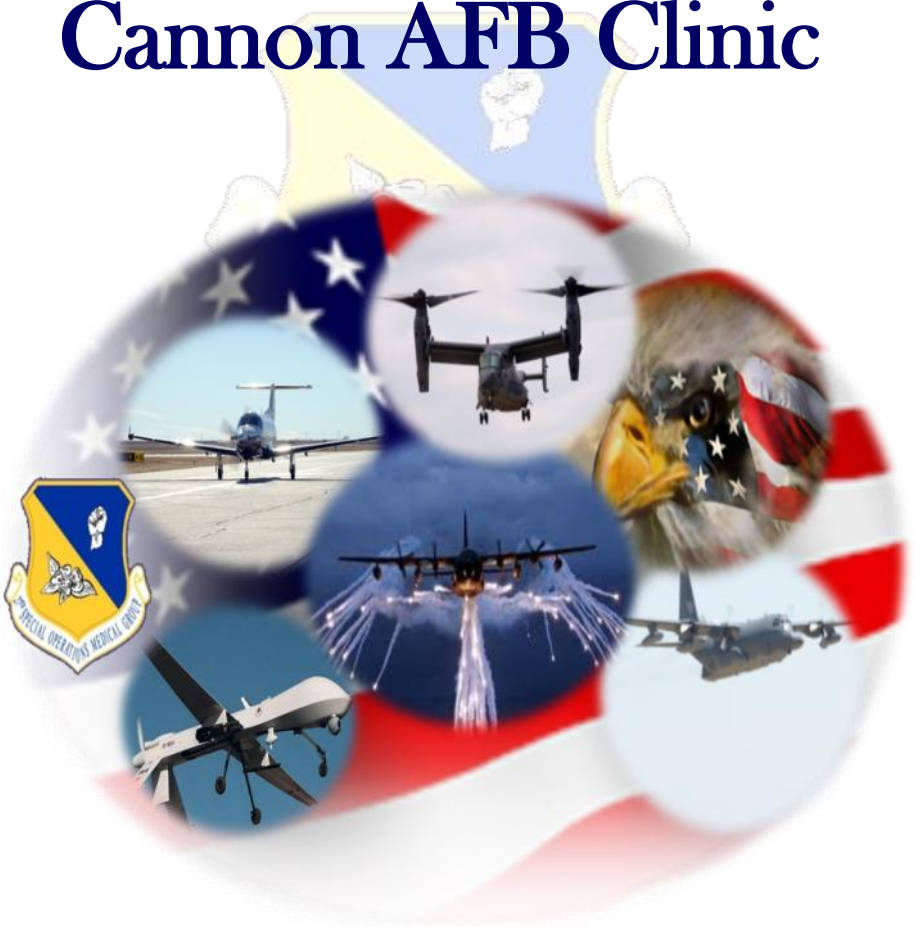


# Cannon AFB Clinic



## OUR VISION

*Ever Ready, Relevant and Respected*

## OUR MISSION

*Keeping Air Commandos Fit to Fight...the Best  
Warrior Health Support...Anytime, Anywhere*

Service	Hours M–F (Unless specified)	Phone (575) 784-x DSN 681-x	Appt Req'd?	Referral Req'd?
<b>27 SOMDG Home Page</b>	<b>www.cannon.af.mil</b>			
Active Duty Sick Call (Flight Medicine)	0700-0730 and 1300-1330	7801/2778	No	No
Active Duty Sick Call (Family Health Clinic)	Call after 0700 for an appointment	2778	Yes	No
Alcohol Drug Abuse Prevention Treatment (ADAPT) Program	0700-1700	1108	Yes	Self Referral
Appointment Line	0700-1630	2778		
Commander, Medical Group Office		4582		
Bioenvironmental Engineering	0700-1700	4063	No	No
Community Relations Officer	0700-1700	0784	No	No
Dental Clinic	0700-1700	2778/4041	Yes	No
Drug Demand Reduction	0700-1700	4881	No	Yes
Family Advocacy	0700-1700	2474	Yes	No
Family Health Clinic	0700-1700	2778	Yes	No
Family Member Relocation Center	0700-1700	6975	Yes	No
<b>EMERGENCY</b>	Immediately Dial 9-1-1	911		

Service	Hours M-F (Unless specified)	Phone # (575) 784-x DSN 681-x	Appt Req'd?	Referral Req'd?
Flight Medicine Clinic	0700-1700	7801	Yes	No
Health and Wellness Center (HAWC)	0700-1700	1004	No	Some
HIPAA Office (Health Insurance Portability/ Accountability Act)	0700-1700	6975	No	No
Immunizations Clinic	0700-1700	4040	Some	Some
Laboratory	0700-1700	4026	No	Yes
Medical Records	0700-1700	4610	No	No
Mental Health Flight	0700-1700	1108	Yes	No
Moms and Babies	0700-1700	4337	Yes	No
New Parent Support Program	0700-1700	2474	Yes	No
Optometry Clinic	0700-1700	1102	Yes	No
Pharmacy	0700-1700	4028	Yes	No
Radiology/Diagnostic	0700-1700	4061	Some	Yes
Special Needs Identifi- cation/Assignment Co- ordination (SNIAC) a.k.a Exceptional Fam- ily Member Program (EFMP)	0700-1700	6975	Yes	No

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## YOUR HEALTH CARE TEAM

Welcome to the 27th Special Operations Medical Group (SOMDG), home of Cannon's "Mighty Medics." I'm Colonel Scott Corcoran, and it's my privilege and honor to serve you as the 27 SOMDG Commander.

On behalf of our team of outstanding medical professionals, I want you to know we are here to provide you access to the highest quality health care that meets, if not exceeds, your expectations. We exist to serve you—our active duty, retiree, and family member customers—and we strive to continuously improve our services. If you ever encounter a problem, have a suggestion or want to provide any feedback, please feel free to use any or all methods noted in 'Experience of Care / Feedback' section on the next page. I also invite you to bring your comments—good or bad—to me at (575) 784-4582, e-mail [scott.corcoran@cannon.af.mil](mailto:scott.corcoran@cannon.af.mil) or stop by my office on the 3rd floor of the clinic.

This handbook is designed to help you better understand how we are organized, the services we offer and how we can partner with you to optimize your military health benefits. This handbook is organized by services and clinics. The Table of Contents outlines the section and page number for specific information you seek. Please feel free to call any phone number included in the handbook for additional information. In addition, I invite you to carefully read the Patient Bill of Rights and review your responsibilities as a patient/utilizer of healthcare services in order to better understand the clinic-patient partnership.

To ensure combat support, the medical group closes at 1000 hours the first Monday of each month to conduct Readiness training. We also participate in wing exercises and safety days, so occasionally we must curtail or limit our services. We do our very best to get this information out well in advance. I would ask that prior to making a long trip to our facility for medical services, you contact the clinic to ensure services you desire will be available by calling (575) 784-APPT (2778), or check our website at [www.cannon.af.mil](http://www.cannon.af.mil) under 'Informational Links' / 'Topics of Interest' / 'Cannon Ambulatory Clinic,' or view the Cannon Access Channel (CAC) on television, or check the 27 SOMDG facebook page.

Yours in Good Health,

SCOTT E. CORCORAN, Colonel, USAF, BSC  
Commander

## EXPERIENCE OF CARE / FEEDBACK

**Patient Advocate** is the focal contact person for anyone having a concern about healthcare services, and serves as an informational and problem-solving liaison for you in that out-patient area. Staff members are encouraged to direct patients to the appropriate clinic patient advocate; however, when concerns cannot be handled at the clinic level, please feel free to utilize the Group Patient Advocate through the TRICARE Operations and Patient Administration (TOPA) Flight or contact any of the commanders or Group Superintendent. Patient Advocates are at the ready to assist anywhere care is delivered, in-house or in the TRICARE network.

**Patient Comment Cards** are available if you don't feel you want to engage with a Patient Advocate. Please feel free to fill out a patient comment card. We will contact you should you so desire to discuss/resolve your concern/issue.

**Service Delivery Assessment (SDA)** provides feedback through a centralized telephone survey program giving us direct, rapid and relevant feedback concerning your experience of care at the clinic. The SDA allows us to quickly take corrective action as necessary, and helps us understand what is working well. A trained caller will contact you by phone usually within 48 hours after your visit to the clinic. The interviews are brief (typically less than five minutes) and complete patient privacy is maintained. Questions focus on your observations about the facility and your healthcare experience, including ease of setting the appointment, check-in, wait time, staff courtesy and overall satisfaction with the provider.

**Cannon Care Group** is an open forum that meets monthly to reach as many squadrons and their families as possible to help ensure the PACT is working the medical challenges that impact of our military families.

**Patient Advice and Consultation Team (PACT)** is comprised of volunteers from across the wing who meet with the medical group executive leadership usually on a quarterly to help shape solutions and address concerns for our active duty, retirees and military family members.

**Social Networking (facebook, twitter)** are also avenues patients can use to provide the 27 SOMDG feedback on our performance during the delivery of healthcare either at our clinic or in the TRICARE network.



# **PATIENT BILL OF RIGHTS**

## **YOU, the patient, have the right to...**

- ...have cultural, psychosocial, spiritual, and personal values respected.
- ...healthcare services regardless of race, country of origin, religion, gender, or handicap.
- ...be an active partner in your health care, make informed care decisions and receive answers to your questions.
- ...reasonable access to quality care and treatment.
- ...designate a surrogate decision-maker and have your family participate in care decisions.
- ...be told about the risks, benefits, and alternatives of your treatments, modalities, and medications in a manner you can understand.
- ...file a concern or recommend changes in policies or services to the 27 SOMDG without fear of coercion, discrimination, reprisal or service interruption.
- ...be given proper information about pain and pain relief measures, to receive appropriate pain assessment and management and to know that all reports of pain will be taken seriously and be responded to in a quick and caring manner.
- ...discontinue treatments and be told what can happen if you refuse treatment.
- ...clinical record confidentiality and to authorize the release of medical information.
- ...be interviewed, examined and treated in surroundings designed to provide reasonable visual and auditory privacy, and to request a chaperone.
- ...know the professional qualifications of your healthcare provider.

# **PATIENT RESPONSIBILITIES**

## **YOU, the patient, are responsible for...**

...following the instructions given by your provider and other 27 SOMDG professionals for the safe and effective administration of your therapy.

...participating in decisions regarding your own care.

...clarifying the consequences of a decision to refuse care. You are responsible for any consequences or adverse effects you may incur as a result of refusing care or not complying with instructions given to you.

...providing a complete and accurate health history and to tell your provider which medications, including over-the-counter medications or supplements you are taking; any allergies, procedures, and your physical condition; as well as care received outside this facility.

...partnering with your provider for appropriate pain management.

...the proper care of equipment used in your care/therapy and to report any problems you may have. All equipment issued by the 27 SOMDG should be returned when your therapy is complete.

...partnering with the 27 SOMDG to obtain the right level of care at the right time and the right place.

...understanding your local TRICARE health benefits.

...informing the facility of any living will, medical power of attorney, or other directive, including its location, that could affect your care.

...showing appropriate respect to all 27 SOMDG providers, staff, volunteers and other patients.

# OUR TRICARE NETWORK PARTNERS

## **Hospitals**

Plains Regional Medical Center (PRMC) 106 Beds - Clovis NM (8 mi)  
Roosevelt General (RGH) 22 Beds - Portales NM (20 mi)  
Lubbock Heart Hospital - Lubbock TX (107 mi)  
University Medical Center (UMC) - Lubbock TX (107 mi)  
NW Texas Healthcare - Amarillo TX (105 mi)  
University of New Mexico Medical Center - Albuquerque NM (223 mi)  
Presbyterian Hospital - Albuquerque, NM (223 mi)  
Dan Trigg Memorial Hospital - Tucumcari, NM (76 mi)  
Eastern NM Medical Center - Roswell, NM (110 mi)

## **Obstetric Care**

Women's Medical Center - Clovis, NM  
La Casa - Clovis/Portales, NM

## **High Risk OB**

UMC - Lubbock, TX

## **Orthopedic Care**

Dr Jacob George - Clovis, NM  
UMC - Lubbock, TX

## **Trauma / Life Flight**

PRMC - Clovis, NM: Stabilization - Life Flight  
RGH- Portales, NM, Level 4 Trauma Center  
UMC - Lubbock, TX: Life Flight / Trauma Center  
AeroCare - Lubbock, TX: Life Flight

## **Psychiatric Hospitals**

BHC Mesilla Valley - Las Cruces, NM (292 mi)  
The Peak Psychiatric - Santa Teresa, NM (324 mi)  
The Pavilion - Amarillo, NM (105 mi)

## Optometrist

Clovis Vision Associates - (575) 763-5522

Sagebrush Eyecare Dr Simnacher - Clovis, NM - (575) 762-4463

Dr. Thomas Willmon - Clovis, NM - (575) 762-4463

Dr. Charles Brooks - Portales, NM - (575) 359-1252

## **SPECIALTIES NOT AVAILABLE IN THE 27 SOMDG**

Dermatology (most)	Ear, Nose and Throat (ENT)
General Surgery	Internal Medicine
Neurology	Obstetrics
Ophthalmology (some)	Orthopedic Surgery
Pediatrics, Specialty	Urology

When you are in need of specialty care that isn't provided at the 27 SOMDG, you will generally require a referral. Your Primary Care Manager (PCM), in concert with our Referral Management Center (RMC) located in TRICARE Operations and Patient Administration (TOPA) Flight, will help facilitate the referral process. **NOTE: Stopping at the RMC is highly encouraged before you leave the clinic to ensure your referral experience is as smooth and positive as possible.**

## **OUR APPOINTMENT LINE**

Most of our health care services are provided by appointment by calling (575) 784-APPT (2778). The Cannon clinic uses a computerized appointment system. An appointment clerk will answer your call in the order it is received. Follow-up appointments may be made by your Primary Care Manager (PCM) after initial and/or subsequent visits. Appointments for the following services can be made by calling (575) 784-APPT (2778). **Family Health; Dental; Optometry; Women's Health; Pediatrics; Mental Health and Medication Refills/Renewals.** Also use (575) 784-APPT (2778) from 0700-1700, Monday-Friday for: **laboratory results; routine medical concerns; or to leave a telephone consultation (T-con) message.**



## **27 SOAMDS**

- Bioenvironmental Engineering
- Dental
- Flight Medicine
- Health and Wellness Center (HAWC)
- Optometry
- Public Health



## **27 SOMDOS**

- Ambulance Service
- Family Health
- Group Education and Training
- Immunizations
- Mental Health
- Pediatrics
- Physical Therapy
- Women's Health



## **27 SOMDSS**

- Facility Management
- Information Management
- Laboratory
- MEB/PEBLO
- Medical Logistics
- Medical Readiness
- Pharmacy
- PRP
- Radiology
- Referral Management
- Release of Information
- Resource Management
- TRICARE Operations/  
Patient Administration

### **Our people:**

#### **World Class Active Duty, Civilian and Contract Professionals**

The 27 SOMDG provides out-patient clinic primary care services in-house for 27 SOW active duty and their families, as well as retirees and their families. Most specialty and sub-specialty care is obtained from our network of TRICARE partners.

Depending on the number of patients calling at a specific time, there can be a brief wait before speaking with an appointment clerk.



**To Get an Appointment.** Appointments are scheduled by an appointment clerk. The appointment line opens at 0700 on normal duty days. You can expect to receive the appropriate type of appointment to meet your need. The clinic follows DoD Access to Care (ATC) Guidelines:

**ACUTE** appointments are appropriate when you require treatment of a non-emergent, but urgent care condition. The ATC standard is within 24 hours.

**ROUTINE** appointments are appropriate when you require treatment for a new, non-emergent, non-urgent care condition. The ATC standard is within 7 days.

**WELLNESS** appointments are appropriate when you require preventive, periodic health maintenance care, e.g., physical examinations, check-ups, screenings, etc. The ATC standard is within 28 days

**ESTABLISHED** appointments are appropriate when you require follow-up care per the direction your Primary Care Manager (PCM) or specialist. There is no ATC standard for this type of appointment.

If no appointments are available, a telephone consultation (T-con) will be sent to a nurse triage who will call you back, usually within 2 hours for symptom based calls and up to 72 hours for non-urgent/routine issues, i.e., prescription refills, lab results, etc., to determine the most appropriate level of care for your medical problem, which may include one of the following options:

- An appointment booked with a 27 SOMDG provider
- Home healthcare advice
- Referral to urgent care in the community

**No-Shows:** A 'No-Show' for all appointment types across all clinics is defined as a patient not present for a scheduled appointment, or the patient canceling a scheduled appointment less than two (2) hours prior to a medical appointment and 24 hours prior to a dental appointment. Medical appointments before 0900 need to be cancelled prior to the close of business of the previous duty day.

Commanders will be notified of a No-Show for an active duty member scheduled appointment. This is not recorded as a Health Insurance Portability and Accountability Act (HIPAA) disclosure, as this falls under the definition of treatment.

**Late-Shows:** A 'Late-Show' for all appointment types across all clinics is defined as a patient arriving more than 10 minutes after a scheduled appointment. If more than 10 minutes late, one of the following options will be exercised with the provider and/or member of the clinic team taking into account medical judgment of the patient's health status and the most up-to-date time constraints.

The patient can expect to:

- a) Wait and be worked in later in the morning or afternoon after other scheduled appointments (i.e., preferably an A.M. late show will be worked in before lunch and a P.M. late show will be worked in before end of day); or
- b) Wait and potentially be seen earlier should there be an unexpected opening in the schedule; or
- c) Reschedule the appointment by calling the appointment line at (575) 784-APPT (2778).

**Space A.** The facility will see non-TRICARE Prime patients on a space available (Space A) basis. Call (575) 784-APPT (2778)

## **AMBULANCE SERVICES**

Hours: 24/7

Phone: 9-1-1 for an emergency

The Cannon Fire Department, and Ambulance Service personnel along with Clovis Emergency Medical Service (EMS) respond to all 911 calls on Cannon AFB and Chavez West/Chavez Manor Housing. Only Clovis EMS or Portales EMS will respond to 911 calls made from any other area, such as 801 Housing areas. Transport decision to the nearest emergency room will be made by the EMS system. After hours, the on-call provider can be reached by calling (575) 784-APPT (2778).

## **AFTER-HOURS CARE**

Anytime the Cannon Clinic is closed, there is always an on-call medical or dental provider who can be reached by calling the appointment line at (575) 784-APPT (2778). Your call will be answered by a phone service who will connect you with the on-call provider or take a message and the on-call provider will promptly call you back. As a reminder, you will need a referral from a provider prior to seeking any urgent (non-emergent) care.

## **EMERGENCY MEDICAL CARE**

The 27 SOMDG does NOT have an Emergency Room (ER). Patients with a true emergency (i.e., conditions posing a threat to life, limb, eyesight or excessive suffering) should call 9-1-1 or report to the nearest ER, locally at Plains Regional Medical Center (PRMC) in Clovis or Roosevelt General Hospital in Portales.

You do NOT need prior authorization in an emergency from TRICARE. We highly recommend you determine the location/quickest route to the closest ER to your home.

Emergency Room (ER) services should be only used for true emergencies. An emergency is defined as any sudden onset of a medical condition that threatens loss of life, limb, eyesight or causes excessive suffering. Going to the ER for NON-emergent care can result in medical bills for which you could be held responsible.

TRICARE Prime patients should contact their Primary Care Manager (PCM) 24 hours AFTER discharge from the ER visit (or medical facility, if the visit resulted in being admitted).

ER providers CANNOT refer you to further specialty care. Call the appointment line at (575) 784-APPT (2778) to schedule a follow-up appointment, if necessary, or leave a telephone consult (T-Con) message noting your ER visit.



## EMERGENCY DENTAL CARE

A dental emergency is defined as extreme pain, bleeding, swelling, trauma and/or infection. The dentist on-call will make arrangements for care, as needed. When after-hours emergency dental treatment is required, you should call (575) 784-APPT (2778) for the on-call dental provider.

## URGENT MEDICAL CARE

An urgent medical care condition is one that does not require immediate care, but treatment should take place within 24 hours of illness or injury to avoid further complications and unnecessary suffering (e.g., severe ankle sprain, urinary tract or upper respiratory infection, etc)

The 27 SOMDG offers a wide-range of outlets to deal with urgent care; e.g., active duty sick call, place a telephone consultation (T-con) to your Primary Care Manager (PCM) team, contact the on-call provider after duty hours or when the clinic is closed, or use of the Take Care of Yourself and/or Take Care of Your Child books for self/home-care advice.

For urgent (i.e., non-emergent) medical needs, please call (575) 784-APPT (2778) during or after duty hours PRIOR to receiving medical care. A PCM or a nurse will advise you on the best course of action.

Because urgent care authorization is required for TRICARE Prime patients, failing to contact your PCM or TriWest PRIOR to receiving care could result in you being held responsible for any medical bills incurred.



# PRIMARY CARE SERVICES

## ALLERGY / IMMUNIZATIONS CLINIC

Hours: 0700-1700 (M-F)  
Appt Req'd: Only for allergy testing  
Referral Req'd: Only for allergy testing

The following services are available in the Allergy/Immunizations Clinic:  
mobility shots, childhood immunizations, transcribing shot data from medical records as well as allergy testing and shots

Tuberculosis (TB) Test: Tuberculin TB skin tests must be read within 48-72 hours of test administration; therefore, tuberculin TB skin tests are not administered on Thursdays or in conjunction with holidays.

## DENTAL CLINIC

Hours: 0700-1700 (M-F)  
Appointment Line: (575) 784-APPT (2778) or (575) 784-4041  
Appt Req'd: Yes  
Referral Req'd: No

The Cannon Dental Clinic provides dental services primarily to active duty personnel. Dental care for all other patient categories is on a space available basis, which is generally very limited. Active duty members can contact the Dental Clinic after 0700 Mon-Fri to schedule routine or a sick-call appointments.

Prevent dental emergencies by taking action when symptoms arise. Routine dental services available to our active duty members include cleanings, fillings, minor surgery and minimal dental prosthetics.

As previously stated in 'Emergency Dental Care', for after-hours issues requiring emergency dental treatment, call (575) 784-APPT (2778) for the on-call dental provider. A dental emergency is defined as extreme pain,

bleeding, swelling, trauma and/or infection. The dentist on-call will make arrangements for care, as needed.

It is highly encouraged family members enroll in the TRICARE Dental Program. To enroll, please visit the TRICARE Operations and Patient Administration (TOPA) Flight to pick up an application. You can also enroll online at United Concordia [www.ucci.com](http://www.ucci.com), [TRICAREdentalprogram.com](http://TRICAREdentalprogram.com) or call 1-888-622-2256. **Please Note:** The TRICARE Dental Program contract will change hands 1 May 2012, when Metropolitan Life will assume the new contract. This will have no effect on your current enrollment. All enrollees will be notified by mail with updates, if needed.

## FAMILY HEALTH CLINIC

Clinic Hours:	0700-1700 (M-F)
Appointment Line:	(575) 784-APPT (2778)
Appt Req'd:	Yes
Referral Req'd:	No

### Rules of Engagement for “Active Duty Sick Call”

- The 27 SOMDG utilizes the appointment process rather than a “walk-in” sick call. Therefore, please call first for an appointment at (575) 784-APPT (2778). If no appointments are available, you will be instructed on how to access care.
- Appropriate for new ACUTE, non-emergent, but urgent issues, i.e., new, short term, rapid onset of symptoms issues
- NOT for routine issues, i.e., generally issues/symptoms you’ve had for several days, weeks, or longer; profiles; medication refills, etc.

## Walk-in Clinic Services:

The following “Walk-in” services are available in the clinic:

- Sore Throats Cultures: go to the Family Health Clinic reception desk between 0900-1100 or 1300-1500 M-F.
- 3-day Blood Pressure Checks: go to the Family Health Clinic reception desk between 0900-1100 or 1300-1500 M-F.
- Pseudofolliculitis Barbae (Shaving) Clinic: go to the Family Health (or Flight Medicine) Clinic reception desk on Wednesday's between 1300-1500.
- Urinary Tract Infection (UTI)/Dysuria: go to the Family Health Clinic reception desk during the hours of 1300-1500 M-F.

## FLIGHT MEDICINE CLINIC

Hours: 0700-1700 (M-F)

Appointment Line: (575) 784-7801

Appt Required: Yes

Referral Required: No

The Flight Medicine Clinic is responsible for the medical care of AF Form 1042 (Flying Physical Medical Examination Standards) holders. If you are an active duty member on flying status and are treated in a specialty clinic, you must have your record reviewed or be interviewed by a flight surgeon within 24 hours, or the next duty day, from your specialty appointment. The flight surgeon must determine if grounding or waiver actions are necessary.

The medical records of personnel enrolled to Flight Medicine are maintained in the Flight Medicine Clinic. Medical records with the label "FLY" must be returned to Flight Medicine. Normal flight physicals should be scheduled up to 3 months prior to the last day of your birth month, or 6 months prior if on any waiver, or if special circumstances exist. Flight Medicine performs some minor surgery procedures to include vasectomies and wart/mole/toenail removal.

## MENTAL HEALTH CLINIC

Hours: 0700-1700 (M-F)

Appointment Line: (575) 784-2778

Appt Req'd: Yes

Referral Req'd: No

The Cannon Mental Clinic provides mental health services primarily to only active duty personnel. Mental health care for all other patient categories is available through civilian mental health care providers in the community.

The following Mental Health services are available for active duty members:

- Anger management
- Bio-feedback
- Group therapy
- Healthy Thinking Group
- Individual therapy
- Post-traumatic stress disorder (PTSD)
- Psychological testing
- Referral services
- Stress management

NOTE: Family Advocacy and ADAPT Programs are available and discussed under Preventive Services in this handbook.



## OPTOMETRY CLINIC

Hours: 0700-1700 (M-F)  
Appointment Line: (575) 784-APPT (2778)  
Appt Req'd: Yes  
Referral Req'd: No (self-referral specialty)



Routine appointments are scheduled for active duty personnel and space available appointments for family members and retirees who are enrolled in TRICARE Prime or TRICARE for Life.

Dispensing, adjusting and ordering of glasses are available on a walk-in basis Mon-Fri, 0700-1700.

## PEDIATRIC CLINIC

Hours: 0700-1700 (M-F)  
Appointment Line: (575) 784-APPT (2778)  
Appt Required: Yes  
Referral Required: No



The Pediatric Clinic serves a population ranging in age from birth to 16 years of age. In addition to acute and routine office visits and the management of chronic illnesses, the clinic also offers well-child checks, sports physicals and some immunizations.

## OTHER SERVICES OFFERED THROUGH THE PEDIATRICS CLINIC:

### MOMS AND BABIES PROGRAM

Hours: 0700-1700 (M-F)  
Phone: (575) 784-4337  
Appt Req'd: Yes  
Referral Req'd: No

This service offers early newborn and maternal follow-up visits for newly delivered mothers and infants. General postpartum and newborn reviews are offered 1 to 5 days after delivery or discharge. Services include newborn and postpartum care, breastfeeding support and consultation, post-delivery administrative assistance with infant enrollment in DEERS, TRICARE and 27 SOMDG enrollment, lactation consultation and pertinent community resource referrals, as well as 2-week well baby visits can be scheduled.

**BREASTFEEDING SUPPORT**

Phone: (575) 784-4337

Appt Req'd: Yes

Referral Req'd: No

Location: 1st Floor Conference Room



Breastfeeding classes are offered every month. Customers can sign up for classes by contacting the nurse at the Pediatric Clinic or the New Parent Support Program at the Pediatric Clinic. Breastfeeding consultation and support are offered on an as requested basis.

Childbirth classes are offered quarterly based on demand. Customers can sign up by contacting the Pediatric Clinic nurses or New Parent Support Program at the Pediatric Clinic.

**PERSONNEL RELIABILITY PROGRAM (PRP)**

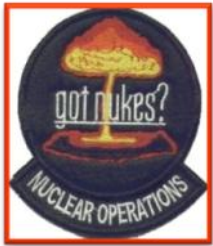
Hours: 0700-1700 (M-F)

Phone: (575) 784-6975

Appt Req'd: No

Referral Req'd: No

PRP Monitor: TOPA Office



For each visit a PRP member makes to the clinic, suitability to perform PRP related duties is assessed, a determination is made and recommendations are sent to the certifying official accordingly. If you as a member on PRP

have an appointment with a civilian provider, then you must see the medical PRP monitor prior to the civilian appointment for a temporary recommendation for suspension of PRP duties. After the appointment, you must be seen by a medical provider in Flight Medicine to be returned to PRP duty ASAP. You can call the TRICARE Operations and Patient Administration (TOPA) Flight at (575) 784-6975 to schedule an appointment in Flight Medicine, or walk-in to Flight Medicine during sick-call hours from 0730-0800 and 1300-1330 M-F.

## **PHYSICAL THERAPY**

Hours: 0700-1700 (M-F) Wednesday open at 0800

Appointment Line: (575) 784-4425

Appt Req'd: Yes

Referral Req'd: Yes

Treatment is initiated only with a written referral from a medical or dental officer, authorized military nurse practitioner, physician assistant or from a civilian medical provider. Our primary goal is to provide comprehensive, individual care to help you achieve and maintain optimal health and independence. Evaluations routinely involve assessment for a home program. Follow-up visits are arranged as part of the on-going assessment process.

### **PHYSICAL THERAPY SERVICES PROVIDED AT THE CLINIC:**

- Assessment/treatment of musculoskeletal problems
- Assessment/treatment of acute neuromuscular problems
- Assessment/fitting for foot orthotics
- Back education
- Prenatal / Postpartum education
- Pre and post surgery rehabilitation



## WOMEN'S HEALTH CLINIC

Hours:	0700-1700 (M-F)
Appointment Line:	(575) 784-1042/8530
Information Line:	(575) 784-1042/8530 Dysplasia (Abnormal Pap) Clinic appts, and OB Referrals
Appt Req'd:	Yes
Referral Req'd:	No

### **Walk-in Services:** 0900-1100 & 1300-1500, Mon-Fri

- Birth Control Refills: Provider generally has 72 hours to fill prescription
- Injections (Depo Provera): Depo-Provera injections WILL NOT be given later than 13 weeks after last injection. An alternate form of birth control and a pregnancy test are required for late injections. This is a walk-in appointment and a wait time may be expected due to scheduled appointments.
- Pregnancy tests: Your menstrual cycle should be at least 10 days late for more accurate results

### **Information/Education Services:**

- Abnormal Bleeding
- Annual gynecological exam
- Atypical Pap smear results: Dysplasia
- Breast self-examination
- Birth control options
- Infertility
- Menopause
- Pelvic pain



- Pregnancy
- Sexually transmitted infections
- Tubal sterilization

The clinic has many patient information handouts on various women's healthcare issues. Please call or stop by Women's Health for details.

We ask that all female patients notify our clinic if they move, PCS, separate or retire, even if they have not been seen in our clinic. This is especially important if you are in the Dysplasia Program. We will utilize this information to ensure proper follow-up of labs or necessary appointments.

## ANCILLARY SERVICES

### PHARMACY SERVICES

Hours: 0700-1700 (M-F)

Phone/Refill: (575) 784-4912 and 1-800-843-0726 (recording) or [www.TRIWEST.com](http://www.TRIWEST.com) or (575) 784-APPT (2778)

Appt Req'd: No

Referral Req'd: No

Lawful prescriptions written by military or civilian providers will be filled for eligible beneficiaries if the medication is on the formulary.

The formulary of medications can be viewed or printed from Cannon AFB website: <http://www.cannon.af.mil/>

under **'Topics of Interest'** click on **'Cannon Clinic'**, then click on **'List of 27 SOMDG medications (Formulary)'**

## **PRESCRIPTION POLICY**

- Civilian providers should indicate their DEA number on all written prescriptions.
- Verification of eligibility for medical care is accomplished through DEERS on all patients requesting medication prescribed by a civilian provider.
- Persons picking up prescriptions for others must show the patient's ID card or a copy of the ID card.
- Children under 16 years may not pick up prescriptions.
- Filled prescription orders will be held for 10 days. If not picked up, the prescription will be returned to stock.
- Non-controlled medication prescriptions can be filled for up to a 90-day supply, with refills up to 1 year.

## **REFILL POLICY**

- All Air Force pharmacies, including Cannon's, utilize a mandatory-use automated call-in refill system to manage workload and help keep your wait-time low. The system is available 24/7/365
- Called-in refills will be ready after 1300 the following duty day. Allow one extra day for refills called in during a holiday weekend due to high demand.
- Prescriptions can only be refilled after 75% of the day's supply of the previous fill is gone.
- If there has been a change in dosage, a new prescription should be obtained to reflect the change.
- Non-controlled substance prescriptions are refilled a maximum of 11 times or for up to one year after the date the prescription was written, whichever comes first.
- Schedule III-V controlled substances are refillable a maximum of 5 times or for 6 months after prescribed, whichever comes first.
- By law, Schedule II controlled substances cannot be refilled and require a new prescription to be generated for each fill.

# RENEWAL POLICY

- Refills and Renewals are two different processes: Ordinary refills are handled as described previously. Renewels are for prescriptions for which you have no refills allowed or you have used up all available refills
- Requests for prescription renewals not associated with a scheduled appointment, will be accomplished only on those medications originally ordered by a Cannon provider.
- Prescription renewals will generally be processed anytime of the day provided the patient has been seen in the clinic within the past 6 months.
- Renewal requests are made by leaving a telephone consult (T-con) with your Primary Care Manager (PCM) by calling (575) 784-APPT (2778).
- Generally, renewal requests are completed within 24-48 hours of the request; however, it can take up to 72 hours in some instances.
- It is always wise to call in renewals request well in advance of running out of medication. Ensure you always have a 5-7 day supply of all medications on-hand.

## LABORATORY

Hours:	0700-1700 (M-F)
Appt Req'd:	No
Referral Req'd:	Yes



A pathologist is not assigned to this facility, which necessitates the referral of tissue, and cytology examinations another military or civilian entity for analysis. Certain other tests that also require specialized equipment and specifically trained personnel are also referred to accredited labs for analysis.

## RADIOLOGY/DIAGNOSTIC/IMAGING

Hours: 0700-1700 (M-F)

Appt Req'd: Ultrasound only

Referral Req'd: Yes (also applies to civilian providers)

Diagnostic Imaging provides the following services:

- General radiography
- Ultrasounds (Tue, Wed, and Thu only from 0730 to 0930)



## PREVENTIVE SERVICES

Modern medicine focuses on keeping people healthy and not only treatment when illness occurs. This concept improves force health readiness, family readiness, and patient quality of life and is a cost-effective approach to patient care. Preventive services have been established to provide the evaluation, training and guidance to assist you in improving the quality of your life by improving your health. The following section addresses those services available to Cannon AFB beneficiaries through on-base, as well as downtown agencies.

## BIOENVIRONMENTAL ENGINEERING (BEE)

Hours: 0700-1700 (M-F)

Phone (575) 784-4063

Appt Req'd: No

Referral Req'd: No, unless specified below

BEE is comprised of three major sections: Industrial Hygiene, Environmental Surveillance and Radiation Safety. BEE is responsible for conducting:

- Air sampling
- Drinking water compliance testing



- Emergency response
- Environmental sampling
- Heat stress monitoring
- Hazard Communication Program
- Hazardous material classification
- Noise dosimetry
- PPE recommendations
- Respiratory protection
- RF/ionizing radiation
- QNFT (gas mask fit testing)

BEE conducts walk-in respirator and gas mask fit testing on Tues. 0800-1600 and Thurs. 0800-1200. Appointments for industrial respirator fit tests are available on Mondays by calling (575) 784-4063. Please arrive 10 minutes prior to your appointment. Do NOT eat, drink or smoke 30 minutes prior to your appointment. For after-hours emergency response, contact the Command Post at extension (575) 784-2253. For other services and assistance,, please contact BEE at (575) 784-4063.

## PUBLIC HEALTH

Hours:	0700-1700 (M-F)
Phone:	(575) 784-4926 (DSN 681)
Appt Req'd:	No
Referral Req'd:	No

### Community Health

- Communicable Disease Education
- Entomology/Vector Surveillance
- Food Safety/Facility Sanitation
- Hospital Employee Health Program



## **Force Health Management**

- Deployment Processing
- Initial Flying Class Physical
- Occupational Health
- Retraining requests
- Special duty applications

## **HEALTH AND WELLNESS CENTER (HAWC)**

Hours: 0730-1630 (M-F)

Phone: (575) 784-1004

Location: Bldg 444, next to the Gym

Referral Req'd: No

The HAWC mission is prevention through education. The staff provides information and classes on the following topics to active duty and civilians:

- Clinical Nutritional Counseling
- Cholesterol
- Consultations
- Diabetes
- Educational Handouts
- Healthy Lifestyle Workshop
- Hypertension
- Individual Nutrition
- Personal Exercise



- Prescriptions
- Prenatal/Postnatal Fitness and Nutrition
- Running Clinic
- Tobacco Cessation
- Weight Management

## NUTRITIONAL EDUCATION SERVICES

Hours: 0700-1700 (M-F)

Phone: (575) 784-1003

Appt Req'd: Yes

Referral Req'd: No



The installation dietitian provides nutritional counseling and education programs for the CAFB family. Counseling is available for all types of dietary concerns including:

- Diabetes Management
- Lowering Cholesterol
- Low Sodium Diets
- Prenatal and Postnatal Nutrition
- Weight Loss

## FAMILY ADVOCACY PROGRAM

Hours: 0700-1700 (M-F)

Appt Req'd: Yes

Referral Req'd: No



The Family Advocacy Program mission is to build a healthy community through policies and programs designed to prevent, intervene, and treat



child and spouse maltreatment. The program has three points of focus in meeting this mission:

- Mission Readiness
- Family Violence Prevention and Treatment
- Building a Healthy Community

The goal of prevention is to reduce risk before an incident occurs. Family Advocacy's Prevention Program consists of the Outreach, New Parent Support and Preventive Treatment. All prevention programs are voluntary and free to military beneficiaries. The Family Advocacy staff are trained and experienced professionals in clinical social work, registered nursing, program assistance and victim advocacy.

### **Maltreatment Services**

The Family Advocacy Treatment Program serves to meet the needs of families with identified risk factors for family violence and a history of family instability. Treatment consists of intervention and planning to mitigate the risk of future family maltreatment. Treatment goals are accomplished through education, couples therapy, and individual treatment on anger control, impulse control, decision making, and related topics. Individual mental health or substance abuse treatment referrals are made as needed.

### **Outreach Program**

Outreach consists of programs designed to educate beneficiaries on healthy family behaviors and on family maltreatment issues and maltreatment reporting. The Outreach Program provides education on parenting, anger control, communication and interaction, stress reduction and formal agency and personnel training on family violence related topics. The Outreach Program creates partnerships with the local civilian community to create and promote a healthy environment for base families.

### **New Parent Support Program**

This voluntary program uses intensive home visitation for expectant parents and parents of children from birth to 3 years. The Family Advocacy Nurse oversees the program and has numerous resources on infant and toddler

issues. Educational information on parenting, breast feeding, birth and pregnancy issues is available.

## **Dads Class**

Dads play an important role during the pregnancy, birth, and in caring for the new baby. Dads are encouraged to participate in every aspect, from attending childbirth classes, to OB appointments and to being at the birth. There are numerous places for new, first-time mothers to go if they have questions or concerns about motherhood, but where does a first-time father of a new-born go support?

Past generation dads were less likely to change the diapers or help with any childcare activities. So, if the dad is going to be more of an equal partner caring for the new little baby, he has to figure out what's going on. Dads Class offers that opportunity. The class provides information on the "what-to-expect" from the pregnancy, the birth, and information on all the stuff a baby needs, like a crib, car seat, and clothes. Shaken Baby and Sudden Infant Death Syndrome (SIDS) information is also discussed as well as hands-on time dressing and changing a diaper and clothes. Above all, the class is a time-for-dads to ask all the questions of other dads they have been afraid to ask. Each dad that participates in the class receives a 4 or 10 day paternity pass to use following the birth of the baby. The class is offered every other month from 0830-1530. Call (575) 784-2474 to sign up.

## **Preventive Treatment**

To build stronger family relationships for couples and families requesting assistance to overcome anger, communication, parenting, or other issues causing difficulties in the home or family settings. As opposed to maltreatment intervention, preventive treatment occurs before an incident occurs. Prevention services are voluntary and are provided with the intent of building stronger family relationships, reducing risk for family violence.

## **ALCOHOL AND DRUG ABUSE PREVENTION AND TREATMENT (ADAPT)**

Hours: 0700-1700 (M-F)

Phone: (575) 784-1108

Appt Req'd: Yes

Referral Req'd: Self, Command, Medical Referral

ADAPT services offered include alcohol and drug abuse assessment, education, prevention and counseling and referrals.

## **WOMEN, INFANTS & CHILDREN PROGRAM (WIC)**

Hours: 0815-1645 Cannon hours (Tues. and Thurs.)

Clovis Office: (575) 763-5582

Portales Office: (575) 356-4453

Appt req'd: No



The WIC Program offers the following for eligible pregnant women, breastfeeding women, post-partum women, infants and children under the age of 5:

- Group nutrition education classes
- Individual nutrition counseling
- Receipt of supplemental foods through the use of food vouchers
- Referrals to other health and social service agencies

## **ADMINISTRATIVE SERVICES**

### **BENEFICIARY ADVISORY COUNSELOR AND ASSISTANCE COORDINATOR (BCAC)**

Hours: 0700-1700 (M-F)

Phone: (575) 784-6251/6975

Appt req'd: No

The BCAC provides patient information and counseling concerning all TRICARE related issues. The BCAC works closely with the TRICARE Service Center (TSC) staff, collocated with the Tricare Operations and Patient Administration (TOPA) Flight.

TRICARE is the DoD Managed Care medical program. There are three options under TRICARE, and each option has different benefits allowing flexibility so patients can utilize the option that best suits their medical needs. The TRICARE program is designed so families can use more than one option for different members of their family.

The three primary options allowed under TRICARE are TRICARE Prime, TRICARE Extra and TRICARE Standard. More detailed information is contained in the TRICARE Handbook, or is available from the TRICARE Service Center (TSC).

Patients electing to register for TRICARE Prime will be assigned a Primary Care Manager (PCM), a medical provider who manages the patient's health care. Preferably you will be seen by your PCM for everything other than specialty medical care, to which your PCM will refer you whenever it is necessary. TRICARE Prime patients cannot seek specialty medical care without a referral from their PCM.

Another benefit of the TRICARE Prime option is preventive services. TRICARE Prime offers some enhanced preventive benefits to include eye examinations, immunizations, Pap smears and mammograms among others.

TRICARE Extra and TRICARE Standard are available to eligible beneficiaries who are not enrolled in TRICARE Prime. Active duty

members are not eligible for TRICARE Extra or Standard. Enrollment is not required for either option; beneficiaries pay annual deductibles and cost-shares.

**TRICARE Extra** you choose your doctor, hospital, or other medical provider within the TriWest provider network to take advantage of lower costs and less paperwork. No referral is required.

**TRICARE Standard** is a fee-for-service option. You may seek care, without a referral, from any TRICARE-authorized provider. With this option, the beneficiary may be responsible for paying the bill and then file the claim for reimbursement.

For more info on your health insurance benefit, please review the TRICARE Handbook at [TRICARE Smart: TRICARE Products Online](#) or call TriWest (Phoenix) at 1-888-TriWest (1-888-874-9378).

Generally, TRICARE covers most health care that is medically or psychologically necessary. There are special rules or limits on certain types of care. Some types of care are not covered at all. Remember, just because your doctor tells you that you need certain care doesn't mean that TRICARE can help pay for it. Again, If you are not sure whether TRICARE covers a service or supply, visit the TRICARE Service Center staff BCAC or call 1-888-TriWest.

Most local hospitals and many individual providers accept TRICARE, but not all. It's in your best interest to check with the BCAC staff for a list of providers accepting TRICARE.

Civilian hospitals file your TRICARE claims. All network providers will file your claim, but not all accept assignment. You will be responsible for any additional fees above what TRICARE allows if the provider is not a TRICARE accepting provider. If you file your own claim, you can get the forms by visiting the TriWest website at [www.TRIWEST.com](http://www.TRIWEST.com) and looking under the find-a-form heading.

## **REFERRAL MANAGEMENT CENTER (RMC)**

Hours: 0700-1700 (M-F)

Phone: (575) 784-1730/1721/6699

You may be referred to other medical facilities for evaluation and/or treatment if the required medical specialty is not available at Cannon AFB. Referrals are made by one of the medical providers assigned to the clinic at Cannon or by a civilian provider for those enrolled to the network.

Due to the limited services provided by the clinic, we may send you to a civilian facility for medical care, requiring certain administrative requirements be met. After your referral is submitted and approved, TriWest places an authorization number on the referral and will notify you via regular mail or e-mail (if you are enrolled in the TriWest's website) with instructions to call the approved provider to make the appointment. Routine referrals should arrive by regular mail at your address with 7-10 business days, or by e-mail usually within 3-5 days.

If you need to take records to your off-base appointment, please call the Referral Management Center (RMC) at (575) 784-1730 3-5 duty days before your scheduled appointment. The Referral Management clerk will make the copies you need pertaining to your appointment.

The RMC can also assist with booking your appointment. If you get a referral to a provider and, for whatever reason, the provider office will not make the appointment, please contact the RMC (575) 784-6699.

## **MEDICAL EVALUATION BOARD (MEB)**

Hours: 0700-1700 (M-F)

Phone: (575) 784-6975

Appt Req'd: No

Referral Req'd: No

To determine fitness for duty due to a mental or medical condition, the Medical Evaluation Board (MEB) process is the first step in determining worldwide qualifications for military service.

If you are identified by your Primary Care Manager (PCM) for MEB processing, you will be directed to the Physical Evaluation Board Liaison Officer (PEBLO) located in the TRICARE Operations and Patient Administration (TOPA) Flight office. The PEBLO provides counseling services on the MEB process and submits cases to HQ AFPC for action.

## **MEDICAL RECORDS**

Hours: 0700-1700 (M-F)

Phone: (575) 784-4610

The Outpatient Medical Record is the property of the US Government and does not belong to each individual patient. It is regarded as private information between the medical provider and the patient. Most medical records are centrally located in the Medical Records Section; however, aircrew records are maintained in Flight Medicine. All assistance concerning medical records can be obtained in the TRICARE Operations and Patient Administration (TOPA) Flight. Personnel on flying status and Personal Reliability Program (PRP) must contact the PRP office for assistance. When you have a routine, scheduled appointment, report directly to the appropriate clinic.

## **RELEASE OF INFORMATION/MEDICAL RECORD COPY REQUESTS**

The Privacy Act and the Health Information Portability and Accountability Act (HIPAA) generally prohibits releasing any information within a medical

record without the written consent of the patient concerned; this also applies to non-active duty members over the age of 18. If you would like to authorize another individual to pick up or have access to your medical information, you must sign a consent form or the authorized individual must produce a Power of Attorney.

A release from a previous base is voided upon PCS and must be re-accomplished upon assignment to Cannon AFB.

Information may be released from the health records at the written request of the patient or their legal representatives. Requests made by telephone will NOT be honored. Information needed for referred off-base medical care can be obtained through your PCM team or the Referral Management Center (RMC). Copy requests for sponsor and family member outpatient records in the event of separation, retirement, etc., can be submitted to the TOPA Flight (575)784-6975.

**SPECIAL NEEDS IDENTIFICATION & ASSIGNMENT COORDINATION (SNIAC)**

Hours: 0700-1700 (M-F)  
Phone: (575) 784-6975  
Appt Req'd: No  
Referral Req'd: No



If you are: PCSing with family members overseas, Q-Coded or attempting a Special Needs Identification and Assignment Coordination (SNIAC) (also known as Exceptional Family Member Program (EFMP)) reassignment,, contact the SNIAC office located in TRICARE Operations and Patient Administration (TOPA) Flight as soon as possible to begin the process.

SNIAC is designed to allow special considerations in reassigning active duty members. Persons eligible for SNIAC services are the family members, to include spouses, of active duty members who have a physical, mental, emotional or special educational need. AFI 40-701, *Special Needs Identification and Assignment Coordination*, governs eligibility and procedures for processing. Diagnosis, Special Education, Institutional



Care, Therapy and Rehabilitation Training assistance is also available from the Special Needs Coordinator (SNC):

## **FAMILY MEMBER RELOCATION CLEARANCE**

Hours: 0700-1700 (M-F)

Phone: (575) 784-6975

Please contact the TRICARE Operations and Patient Administration (TOPA) Flight for your appointment as soon as all required paperwork is completed:

- AF Form 1466: Active duty member completes pages 1, 2, and 5.
- AF Form 1466D (Dental Form): Each family member over the age of 2 needs this form completed by a dentist 12 months prior to PCS.
- DD Form 2792-1 (School Form): Each school-aged family member must have a DD Form 2792-1 completed by a school representative. If there is an educational issue, please bring a copy of the current Individual Educational Program (IEP).
- DD Form 2792 (Physician Form): This form is applicable only if you have family members with special needs. Please complete pages 1, 2 (#1a thru 6c). If care is provided by a specialist, please have the specialist complete the DD Form 2792.
- AF Form 2523: Signature required for all family members over the age of 18

All applicable documents must be received by the TOPA Flight before an appointment is issued. Appointments are only issued to active duty members that are permanent change of station (PCSing) within 6 months. Appointments are limited and filled according to the date of departure and the date the complete package is turned in.

All traveling family members must attend overseas clearance appointments.

**\*\*If any family members need a Facility Determination Inquiry (FDI) from the gaining base, the gaining base has 14 calendar days to approve or disapprove family member travel.\*\***

If you are enrolled in the SNIAC/EFMP Program and/or any questions, please contact us at (575) 784-6975 for assistance.

## ADMISSIONS

Inpatient services are not available at the 27 SOMDG. If you admitted to a hospital, it is important to be aware of information on the procedures, as well as your rights and your responsibilities. If you or a family member are admitted to a civilian hospital, stop by or contact our TRICARE Operations and Patient Administration Flight at (575) 784-6975 anytime for information or assistance.

Admissions for anything other than obstetrics or emergencies must be coordinated through your Primary Care Manager (PCM). As soon as you know you are to be admitted to a civilian facility, contact your PCM or the on-call provider after hours, at (575) 784-APPT (2778). If you are admitted without prior knowledge, you are required to contact your PCM as soon as possible, preferably no later than the next duty day.

Active duty personnel admitted to a civilian facility must notify their PCM and unit leadership as soon as possible, but no later than the next duty day. For a scheduled admission, come to the TOPA office to complete the required paperwork to be placed, as appropriate, on medical orders.

**Active duty members are responsible for notifying their respective unit leadership as well as their PCM at (575) 784-APPT (2778). TRICARE Prime patients must contact their PCM as soon as possible upon admission or discharge from the Emergency Room also by calling (575) 784-APPT (2778).**

TRICARE Prime patients assigned to a civilian provider must notify TriWest Healthcare Alliance at 1-888-TriWest for authorization prior to hospital admission. Billing problems may occur if this notification is not accomplished in a timely manner. Do not rely on your physician to make this notification—it is your responsibility. Again, for unscheduled admissions (obstetrics or emergency) please make this notification as soon as possible, preferably the next duty day. If you are not be able to make the notification personally, if at all possible, make sure your family or civilian friends know the proper notification procedures and make the notification for you.

## **BILLING PROCEDURES**

The Department of Defense does pay for authorized medical care received by TRICARE beneficiaries. Examples of unauthorized care, which are routine in nature and not arranged by the 27 SOMDG, are elective medical care or care received from a civilian source when the care was available through a military source.

If you are TRICARE beneficiary and received authorized medical care from a civilian source, please bring any medical bills you receive to the attention of the TriWest Office. On occasion, bills are sent to you by mistake. The TriWest and TOPA staffs are willing to assist in clearing up any billing discrepancies; however, we cannot do so if we are unaware of what is going on.

For all TRICARE Prime patients, closely read the Explanations of Benefits (EOB) statements you receive from Wisconsin Physician Services (WPS) . These EOBs are vital to ensure your bills are paid properly. The ultimate responsibility for ensuring proper payment rests with the patient or sponsor. The TriWest Service Center staff in TOPA are available to help you decipher the EOB and resolve any billing problems. Please DO NOT wait until collection agency action has occurred to bring any questions or problems to the attention of those who can help you sort them out.

## **CONVALESCENT LEAVE (ConLeave)**

Convalescent Leave is a non-chargeable leave status for active duty patients requiring a period of recovery prior to returning to duty. Only the member's commander can authorize ConLeave based on recommendations from the patient's Primary Care Provider (PCM).

For an active duty member requiring ConLeave from care received outside of the 27 SOMDG, the civilian medical provider normally only makes a recommendation for ConLeave. Upon discharge from the hospital or after care received, the patient must complete Air Force Form 988, "Leave Request/Authorization," which is then signed by the patient's PCM.

Once signed by the PCM, the patient must take the AF Form 988 to his/her unit commander for approval. After the unit commander approves the leave, the individual must take the AF Form 988 to their Commander Support Staff/ Orderly Room for processing. Once ConLeave is approved

and processed, the patient is able to convalesce wherever desired, as long as all medical requirements (such as follow up medical care, etc) are met. Any travel while on ConLeave is at the patient's own expense. The patient must coordinate any processing problems with their own commander/unit. Each unit may establish slightly different procedures.

## TRAVEL REIMBURSEMENT

Travel reimbursement is generally authorized for travel to and from medical appointments over 100 miles from the your PCM. Reimbursement is based on the Joint Federal Travel Guidelines (JFTR) and the TRICARE Prime Travel benefit. In order to be reimbursed for travel through the Medical Treatment Facility (MTF), you must meet all of the following criteria:

- (1) you must be TRICARE Prime;
- (2) your PCM must be a provider within the 27 SOMDG (see note below);
- (3) a valid referral is required;
- (4) it must be medically necessary for you to be seen by the specialist, i.e., if the care is available in local area and you choose to go to another distant provider, the TRICARE Prime Travel Benefit does not apply. In addition, if you received an elective medical procedure not medically necessary, then travel reimbursement is not authorized.

Non-active duty patients are authorized reimbursement of actual expenses not to exceed the government rate. Save all receipts for submitting your voucher. Active duty are authorized reimbursement IAW JFTR and TRICARE Prime benefit guidelines.

NOTE: Patients empanelled to a civilian provider may also be reimbursed for travel to and from medical appointments over 100 miles from the their PCM. To be reimbursed, the patient must meet all of the following criteria:

- (1) the patient must be TRICARE Prime,
- (2) the referral must have come from the patient's civilian PCM
- (3) the patient must fill out a Prime Travel Reimbursement Request (located in the TOPA Flight or on the TriWest website: [www.triwest.com](http://www.triwest.com))

## **MEDICAL AND NON-MEDICAL ATTENDANT**

There are some instances when a patient is unable to travel to an appointment unaccompanied. In those situations, a medical attendant (MA) or a non-medical attendant (NMA) may be required. A MA is provided by the medical group, and is a medically trained professional who provides care to the patient during travel to/from medical appointments. A NMA must be a parent, guardian or another adult 21 years of age or older. The patient's PCM must indicate in writing that an NMA is "medically necessary and appropriate" to travel with the patient. A NMA may be authorized while the patient is in an inpatient status; in these instances, the request is handled on a case-by-case basis.

When the presence of a MA or NMA is recommended by a referring physician. The patient must fill out a request for an attendant. If the request for an attendant is approved, the TOPA Flight will contact the patient within 7-10 duty days. Once contacted, the patient has 30 days to pick up the orders. If the patient fails to pick up the orders within 30 days of notification, the orders will be cancelled.

## **ADVANCE DIRECTIVES**

The Living Will (or Directive to Physician) and Durable Power of Attorney (POA) expand your rights to make future healthcare decisions in the event you become unable to do so. The Living Will allows you to specify types of healthcare services you do or do not want if you are incapacitated to the point you are unable to make reasonable decisions. The Durable POA allows you to assign responsibility for making health care decisions to another person. If interested in completing an advance directive, please discuss it with your Primary Care Manager (PCM) or call the Cannon Legal Office at 784-2211.

## **TREATMENT OF MINORS**

Children under the age of 18 must have a parent or legal guardian present for most medical treatment. A medical Power of Attorney allows you to appoint someone else to authorize medical treatment for your children. The Base Legal Office can assist you with initiating this document. In an emergency situation, we are allowed to provide medical treatment to a child to stabilize them. In these situations, every attempt will be made to contact

a parent to obtain permission to provide medical care. If you are a stepparent, you also must possess a medical power of attorney to authorize medical care for your stepchild. The medical power of attorney must be presented at the time medical treatment is requested.

## **THIRD PARTY COLLECTION PROGRAM**

The Third Party Collection Program (TPCP) is a mandatory program established by Congress under United States Code, Title 10, Section 1095, whereby the United States may bill and collect reasonable charges from third party payers for health care services provided by facilities of the Uniformed Services.

The program applies to family members of active duty as well as retirees and family members of retirees who are DEERS eligible and carry health insurance other than TRICARE. These individuals are required to certify the status of their additional insurance or absence of additional insurance on an annual basis. This is accomplished by filling out and signing DD Form 2569, Third Party Collection Program – Record of Other Health Insurance, during a medical visit, which can include primary care appointments as well as the use of ancillary services such as laboratory, diagnostic imaging and pharmacy. The completed and signed DD Form 2569 will be filed in the patient's respective medical records at the clinic. This form requires re-accomplishment annually or any time there is a change in other health insurance status.

It is very important to understand that filling out the DD Form 2569 will not increase insurance premiums or cause any out-of-pocket expenses to the covered member. It is a mandatory Department of Defense (DoD) Program that can benefit all parties involved. The government is looking for reimbursement of "reasonable charges" from third party payers, and will not bill the patient for any co-pays or deductibles. If you have any questions concerning this program, please feel free to contact the Third Party Collections office at (575) 784-6682.

## **HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)**

The HIPAA Privacy Rule provides individuals with certain rights regarding their Personal Health Information (PHI). These rights include the right to receive a Notice of Privacy Practices, which defines your privacy rights.

### **Right to a Notice of Privacy Practices (NoPP)**

Every beneficiary within the Military Health System (MHS) is entitled to receive, or has already received, a NoPP that defines the MHS's policies and practices regarding its use and disclosure of PHI. The 27 SOMDG follows MHS policy regarding the NoPP.

We are required to provide a NoPP when we make our first contact with you. This notice tells you how we will use or disclose your health information according to the HIPAA law.

You will be asked to provide a signed acknowledgment of receipt of this notice. Our intent is to make you aware of the possible uses and disclosures of your PHI and your privacy rights. The delivery of your health care services will in no way be conditioned upon your signed acknowledgment. If you decline to provide a signed acknowledgment, we will continue to provide your treatment, and will use and disclose your PHI for treatment, payment and health care operations, when necessary.

### **Who will follow this Notice of Privacy Practices (NoPP)?**

This notice describes the MHS practices regarding your PHI, including:

- Any Department of Defense (DoD) health plan
- Headquarters activities, such as the Surgeons General of the Military Departments and the TRICARE Management Activity
- MHS is part of an organized health care arrangement with the Coast Guard. The Coast Guard and its treatment facilities will also follow these practices.
- Military Treatment Facilities (References to MTFs within this notice include both medical and dental treatment facilities and all providers/

staff who operate under their auspices.)

- TRICARE Regional Offices

## **How the 27 SOMDG may use or disclose your PHI:**

Please refer to the MHS NoPP the 27 SOMDG utilizes for a complete explanation of your privacy rights. Following are examples of permitted uses and disclosures of your PHI—these examples are not inclusive:

- **Required Uses and Disclosures**

By law, we must disclose your health information to you unless it has been determined by competent medical authority that it would be harmful to you.

- **Treatment**

We will use and disclose your PHI to provide, coordinate or manage your health care and any related services. This includes the coordination or management of your health care with a third party. For example, we would disclose your PHI, as necessary, to a TRICARE contractor who provides care to you. We may disclose your PHI from time-to-time to another Military Treatment Facility (MTF), physician or health care provider (for example, a specialist, pharmacist or laboratory) who, at the request of your physician, becomes involved in your care by providing assistance with your health care diagnosis or treatment. This includes pharmacists who may be provided information on other drugs you have been prescribed to identify potential interactions. In emergencies, we will use and disclose your PHI to provide the treatment you require.

- **Payment**

Your PHI will be used, as needed, to obtain payment for your health care services. This may include certain activities the MTF might undertake before it approves or pays for the health care services recommended for you such as determining eligibility or coverage for benefits, reviewing services provided to you for medical necessity and undertaking utilization review.



- **Healthcare Operations**

We may use or disclose, as needed, your PHI to support the daily activities related to health care. These activities include, but are not limited to: quality assessment activities, investigations, oversight or staff performance reviews, training of medical students, licensing, and communications about a product or service and conducting or arranging for other health care related activities. We may call you, by-name, in the waiting room when your physician is ready to see you. We will share your PHI with third-party “business associates” who perform various activities (for example, billing, transcription services) for the MTF or any DoD health plan. The business associates will also be required to protect your health information. We may use or disclose your PHI, as necessary, to provide you with information about treatment alternatives or other health-related benefits and services that might interest you. For example, your name and address may be used to send you a newsletter about our MTF and the services we offer.

- **Required by Law**

We may use or disclose your PHI if law or regulation requires the use or disclosure:

- Communicable Diseases
- Criminal Activity
- Coroners, Funeral Directors and
- Disclosures by Health Plan
- Food & Drug Admin
- Health Oversight
- Inmates
- Law Enforcement
- Legal Proceedings
- Military Activity/National Security
- Parental Access

- Public Health
- Research
- Organ Donations
- Workers' Compensation

## **Rights Regarding Your Personal Health Information (PHI)**

You may exercise the following rights by submitting a written request to the 27 SOMDG Privacy Officer. Depending on your request, you may also have rights under the Privacy Act of 1974.

### **• Right to Inspect and Copy**

You may inspect and obtain a copy of your Personnel Health Information (PHI) that is contained in a “designated record set” or medical / dental record for as long as we maintain the PHI.

### **• Right to Request Restrictions**

You may ask us not to use or disclose any part of your PHI for treatment, payment or health care operations.

### **• Right to Request Confidential Communications**

You may request that we communicate with you using alternative means or at an alternative location. We will not ask you the reason for your request. We will do our best to accommodate reasonable requests, when possible.

### **• Right to Request Amendment**

If you believe that the information we have about you is incorrect or incomplete, you may request an amendment to your PHI as long as we maintain this information. While we will accept requests for amendment, we are not required to agree to the amendment.

### **• Right to an Accounting of Disclosures**

You may request we provide you with an accounting of the disclosures we have made of your PHI. This right applies to disclosures made for purposes other than treatment, payment or health care operations.

## • Right to Obtain a Copy of this Notice

You may obtain a paper copy of this notice from the 27th Special Operations Medical Group or log-onto TriWest for an electronic copy.

You may contact your local medical treatment facility (MTF) Privacy Officer at (575) 784-6975. The Privacy Officer is located in the TRICARE Operations and Patient Administration (TOPA) in the 27 SOMDG. Hours of operation are 0700-1700, M-F.

## GENERAL INFORMATION

### INFORMED CONSENT

Informed consent is the process by which a fully informed patient can participate in choices about his or her health care. The goal of informed consent is that the patient has an opportunity to be an informed participant in health care decisions. It is generally accepted that complete informed consent includes a discussion of the following:

- assessment of patient understanding
- proposed treatments and procedures
- reasonable alternatives to the proposed intervention
- the patient's condition
- the relevant risks, benefits and uncertainties related to each alternative
- the acceptance of the intervention by the patient

Please note that it is both a *right* and a *responsibility* of the patient to involve themselves in the treatment received from this clinic. Ask questions to ensure that you are receiving the best care you and your family deserve.

## **FORBIDDEN ITEMS**

Alcoholic beverages, firearms (only AF Security Forces personnel in the line of duty responding to an incident are authorized to have fire arms) and illegal drugs ARE NOT ALLOWED in the clinic.

## **FIRE SAFETY**

Phone: 911 for emergency

DO NOT USE elevators.

In the event of a fire or fire drill in the clinic, follow all instructions provided by medical and/or fire department personnel. The evacuation routes are well marked and provide the most expeditious route for exit.

## **LOST AND FOUND - Command Support Staff (CSS)**

Phone: (575) 784-4012/4011

Hours: 0700-1700(M-F)

The clinic lost and found collection is maintained by the Command Support Staff located on the third floor. Articles are held for 3 to 5 days.

## **RED CROSS VOLUNTEERS**

Phone: (505)-265-8514 (Albuquerque)

Red Cross Volunteers work in all areas of the clinic, from assisting with patient care to helping with administrative requirements, and help patients derive maximum benefit from medical care, provide medically approved recreation as an aid to recovery and make available trained volunteers to assist medical, nursing and administrative staff in providing services for patients. If you are interested in being a Red Cross Volunteer, call the Red Cross Office.

## **TOBACCO USE POLICY**

Tobacco use is prohibited in the clinic. The designated smoking area is located behind the clinic. Consult a clinic staff member for directions. Your support is appreciated.

## NOTES

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

